

Goddard Space Flight Center

Office of Human Capital Management



2010 Employee Viewpoint Survey (EVS) Results and Best Places to Work for the Goddard Space Flight Center

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Employee Viewpoint Survey (EVS) - – now being administered annually. Formerly the Federal Human Capital Survey (FHCS)

- Administered for the first time in 2002 and then repeated in 2004, 2006, 2008, and most recently in 2010.
- Provides:
 - General indicators of how well the Federal Government is running its human resources management systems.
 - Serves as a tool for OPM to assess individual agencies and their progress on strategic management of human capital.





EVS Breakdown – 7 Survey Dimensions

1. My Work Experience
2. My Work Unit
3. My Agency
4. My Supervisory/Team Leader
5. Leadership
6. My Satisfaction
7. Work/Life





Consistent Center Themes/Challenges

Positives

- ❖ Work experience
- ❖ Satisfaction with agency overall
- ❖ Satisfaction with job overall
- ❖ Satisfaction with Supervisor/Team Leader
- ❖ Satisfaction with Leadership
- ❖ Telework, AWS, Health and Wellness

Challenges

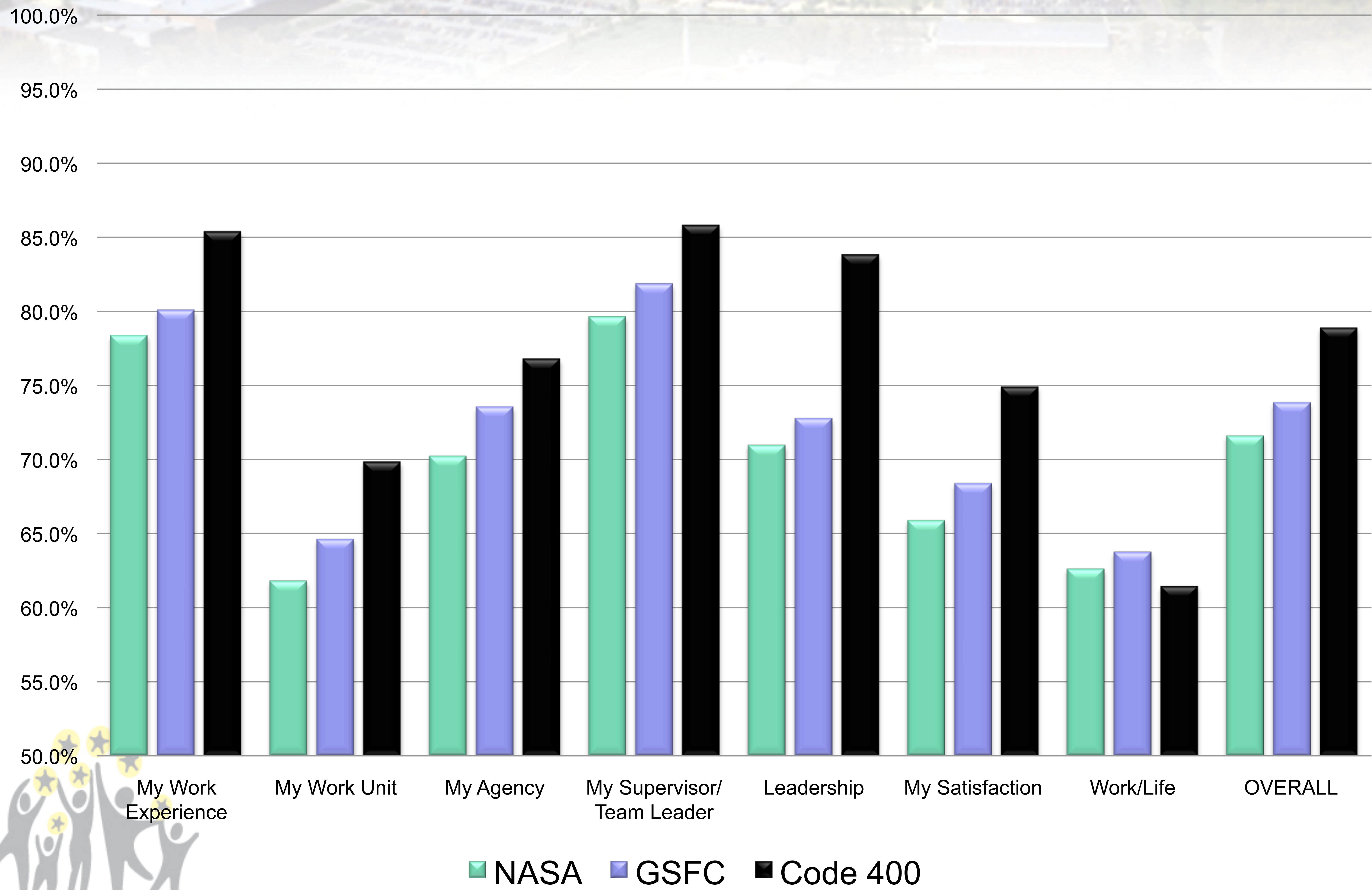
- ❖ Rewarding good performance
- ❖ Dealing better with poor performance
- ❖ Perceived link between pay raises and promotions and quality of job performance
- ❖ Child Care, Elder Care and EAP



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2010 Results: Factor Score Comparisons (Positive Responses)





Action Plan

- **Integrate survey findings into “Creating a New Future for Code 400”**
 - Sub-teams are focusing on aspects of people, processes, and relationships.
 - Donna Swann, OHCM, recently transitioned to support Code 400, and will partner with the leads of each team to ensure linkages.
 - Focus on highest number of neutral percentages that fall within the categories of My Work Unit, My Agency, and Work/Life for the Directorate, specifically: **performance, survey results, and work/life**





Action Plan

1) Performance -

- “Our People Framework” - 400 website
- ✓ Easy to find pillars, such as Performance Management and Career Development, to help employees and Supervisors utilize effective HC tools.
- ✓ Under the Performance Management area, upcoming award calls, retention and knowledge transfer tools, as well as performance planning tools will be housed.
- ✓ Road shows : Topics such as: The Value of an Individual Development Plan (IDP), Dealing with Poor Performers, Managing Large Workloads, Giving/Receiving Critical Feedback, Writing Good Award Nominations, and Crafting Successful Leadership Applications.





Action Plan

2) Impact of Survey results

- Communication Strategy for EVS
 - ✓ 400 Survey Results Briefing at Sr. staff
 - ✓ Discuss results and action planning annually at 400 All-Hands meetings
 - ✓ Communicate areas of focus in action plan – clearer linkage between the survey and the plans to make the agency a better place to work.





Action Plan

3) Quality of Work Life (QWL); telecommuting, schedules, child care, and elder care.

- ✓ Unsure if employees selected neutral because the areas did not apply to them (i.e. elder care, childcare) or their experience fell between positive and negative
- ✓ Ensure employees are aware of programs and availability of programs to employees. This will be covered in the new “Our People Framework” which will be on the 400 website, as well as including a QWL section in the OHCM road shows as a way to increase awareness of QWL options.



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Best Places to Work



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GSFC's 2010 Rankings

- **Draws on responses from more than 263,000 civil servants to produce detailed rankings of employee satisfaction and commitment across 290 federal agencies and subcomponents**
- **GSFC increased ranking from #18 to #7 – increase of 6.8% since 2009, moving GSFC from the Top 10% to the Top 10**
- **GSFC's key drivers based on the Partnership for Public Service's analysis are the following: Employee Skills/ Mission Match, Effective Leadership, and Work/Life Balance**



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**Have you completed your 2011
OPM Federal Employee
Viewpoint Survey (EVS) yet???**



Invest 25 minutes today in your Center's tomorrow!!